



NEWS FROM SCDCA
South Carolina Department of Consumer Affairs
Brandolyn Thomas Pinkston, Acting Administrator

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DEPARTMENT OF CONSUMER AFFAIRS TO BEGIN BUYER BEWARE LIST

The South Carolina Department of Consumer Affairs is serious about businesses responding to consumer complaints. According to Brandolyn Thomas Pinkston, Acting Administrator of the South Carolina Department of Consumer Affairs, **beginning October 15, 2003, the department will place all businesses not responding to consumer complaints or failing to provide resolutions to consumer complaints on an online list. The ‘Buyer Beware’ list — and how it will be implemented — will be available on the Department’s website at www.state.sc.us/consumer. Beginning October 15, 2003, the list will contain all businesses that do not comply with response requests regarding complaints. Businesses should start appearing on the site on or around December 1.** Pinkston said that while the majority of businesses in South Carolina work to resolve complaints, there are businesses who will be placed on the list for the following reasons:

- Not responding to complaints.
- Response received, but the resolution is not provided as promised.
- A complaint extension is requested by a business or individual, but a response is not received.

The list will contain the name and address of the business for both in and out of state businesses. **A business may be removed from the listing after ALL complaints filed against it have been answered in writing.**

(continued)

“Not all businesses are uncooperative. In fact, most do respond to consumer complaints and try to resolve them. This list is a way to separate those who respond to complaints from those who do not,” said Pinkston.

Pinkston added that the department is implementing this list to educate and inform consumers. Knowledge is power and essential in assisting consumers in making informed decisions. “This should give notice to businesses that there are consequences in South Carolina for not responding to consumer complaints.”

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